

# **dpss** “Enriching Lives Through Effective And Caring Service” **NEWSLETTER**

**MAY 2014**



**MAY IS**



**Awareness Month**



## **CalFresh Awareness Month 2014**

The Department of Public Social Services (DPSS) and its broad-based community collaborative have launched the activities for the May 2014 “CalFresh Awareness Month.” The effort is the partnership’s annual campaign to increase access to food assistance and promote healthier food choices in the nation’s most heavily populated and diverse county.

In its fourth year, CalFresh Awareness Month has become one of the most comprehensive and coordinated efforts in the State to promote awareness of CalFresh, the new name for the former Food Stamp Program in California. With the success of the annual campaign in Los Angeles County, California Department of Social Services

*Continued on page 2*

## **Director’s Message**



*Sheryl L. Spiller*

As we near the second half of 2014, thank you again for responding so positively to the many unexpected challenges in order to serve the County’s diverse and unique population.

May has traditionally been Employee Appreciation and Public Service Recognition month. The DPSS Executive Team is reminded every day of the incredible work you do and on their behalf, I extend a heart-felt “thank you” for your commitment and hard work. I have stated many times with enthusiasm that technology is the future of the department. But I want to emphasize that technology alone won’t help us reach our mission; you are the key to our success!

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### **DPSS EXECUTIVE TEAM**

**Sheryl L. Spiller**  
Director

**Derrick Robinson**  
Special Assistant

**Phil Ansell**  
Chief Deputy

**Elizabeth Garcia**  
Bureau of  
Administrative Services

**Jose R. Perez**  
Bureau of  
Program and Policy

**Michael J. Sylvester**  
Bureau of Contract  
and Technical Services

**Anjetta Venters-Bowles**  
Bureau of  
Workforce Services

**Lynn Vodden**  
Bureau of  
Special Operations

# View Additional Content!

We are excited to introduce a special feature that will enable readers to click on icons to view photo galleries and video content that is related to the articles. You can also view our photo galleries as a slide show that runs automatically. Look for the “Click” icons on photos to access this information.



To start a slide show, click the “Slide Show” button at the top of the photo gallery.

Please share your feedback for future issues. We are looking for ways to continue to improve this newsletter and make it even more enjoyable for you.

**Send us your event photos and story ideas for the next DPSS Newsletter!**  
**Email James Bolden:**  
**[JamesBolden@dpss.lacounty.gov](mailto:JamesBolden@dpss.lacounty.gov)**

## Director's Message (Continued from Page 1)

It's the combination of our individual and collaborative efforts that results in tremendous successes for the Department and the many services we provide.

### Health Care Reform Reaches Enrollment Goal of 7 Million

It's been truly a historic experience, and it's not over yet. DPSS has been praised for its important role in helping reach the national goal of enrolling seven million individuals in health care coverage under the Affordable Care Act.

The California Department of Health Care Services and Covered California publicly acknowledged the “invaluable contributions” made by DPSS and other county agencies around the state. During the last two weeks of 2013, DPSS assisted Covered California with the processing of 10,000 paper applications, which allowed the agency to meet its December 31 pre-enrollment cut-off date.

We will continue to work closely with our partners to ensure that health coverage is expanded throughout Los Angeles County.

### Stay Informed

As we celebrate our well-trained and dedicated workforce this month, we invite you to read the many stories highlighting the work of DPSS staff and the many great things happening in the Department.

Sheryl L. Spiller

## CalFresh Awareness Month (Continued from Page 1)

Director Will Lightbourne, has urged the State's 58 counties to adopt similar outreach strategies.

### Still Impacted

While the local economy continues to show signs of improvement, many local residents are still financially impacted by the recent recession; yet, many in need of food assistance are unaware that they may qualify for CalFresh.

Only three out of five eligible households are receiving CalFresh food assistance in L.A. County, even though a record high of 1,179,471 individuals received the benefit as of January of this year.

Working in collaboration with a number of community-based and faith-based organizations, food banks, schools and supermarkets, the CalFresh Awareness Month campaign is aimed at removing the barriers that discourage eligible families and individuals from applying.

### Board of Supervisors' Support

Although DPSS has conducted community outreach for many years, the Department's CalFresh Program launched its first month-long campaign in May 2011. Since then, the Board of Supervisors has helped launch the effort each year by proclaiming May as “CalFresh Awareness Month,” urging residents to share the important information with those who need it most.

In order to broaden the outreach and education, the County of Los Angeles Chief Executive Office has again urged the 88 cities in the county to help create awareness about CalFresh by hosting presentations at their local city council meetings and in the community.

For more information on a calendar of activities for CalFresh Awareness Month, visit <http://dpss.lacounty.gov/dpss/calfresh/awareness.cfm>.

# Around DPSS

## DPSS Materials Management Section Rebate Program Reaches A Total Of \$1,000,000 In Savings

In late 2003, Standard Register assumed responsibility for processing the high-volume and repeat-usage forms from the DPSS Materials Management Section (MMS). The agreement between DPSS and Standard Register calls for a three-percent cash rebate based on

the total amount that is purchased. To date, \$1,000,000 in rebates has gone directly into the County's General Fund. Congratulations to the DPSS managers who were originally responsible for the agreement, including Linda Macasil, Hector Garcia and Craig Miller.



*Pictured from left to right are Sonya Cammon White, ASM II; Cheryl Miller, Intermediate Clerk; Phil Ansell, Chief Deputy Director; Robert O'Sullivan, ASM I; Sheryl L. Spiller, Director; Katie Lee, Sandra Fiorelli, and Blanca Lomeli, with Standard Register; Dwayne Scipio, Procurement Assistant I; Carmen Orozco, ASM I; and Paula Jones, Senior Clerk.*

## American Public Human Services Association Highlights Work Of DPSS Staff

The Department is proud of DPSS GAIN Services Worker Sidona Khy and Welfare Fraud Investigator Lynn Elliot, whose services were highlighted by the American Public Human Services Association (APHSA) in its February newsletter: Leading Change on the Front Line.

Ms. Khy shared a story about one of her participants, a mother of four and a full-time student, who did not have sufficient income to provide for herself or her children. She added how, with the help of DPSS GAIN resources, her client was able to secure full-time employment.

Part of the DPSS team whose goal is to protect the integrity of the County's public assistance programs, Ms. Elliot was recognized for her team's work that resulted in criminal convictions and recovered thousands of dollars in overpayments.

The APHSA is an 80-year-old non-profit organization that represents state and local human service agencies by collaborating with state and county-level agencies, partners and policymakers. The goal of APHSA is to promote effective policies and innovative strategies.

To read the full article, visit [http://www.aphsa.org/content/APHSA/en/pathways/RAISE\\_THE\\_LOCALS\\_VOICE.html](http://www.aphsa.org/content/APHSA/en/pathways/RAISE_THE_LOCALS_VOICE.html).

## 60-Plus Years Of County Service And Counting, But No Retirement In The Picture For DPSS Veteran



*Ngozi Ume with Carlys Williams*

In 1953, I Love Lucy was the most popular show on television; Dwight Eisenhower was President of the United States; and DPSS Eligibility Computation Clerk II, Carlys Williams, had just begun what has evolved into a long and memorable career with the County of Los Angeles.

Late last month, Ms. Williams' DPSS Fiscal Operations Division (FOD) Chief, supervisors and co-workers, surprised her with a brief ceremony and presented her with a plaque for providing over 60 years of caring service. She currently holds the record in DPSS as the County employee with the most time in County service.

Ms. Williams began her career with the County as a clerk in the Auditor-Controllers' Office. Three years later, she transitioned to the Treasurer Tax Collectors Office and in 1989, landed in her current position in the DPSS FOD Section.

Although there was no discussion about retirement during the ceremony, Ms. Williams' co-workers were jokingly reminded about her short-lived announcement to the Board of Supervisors about her intent to retire in 2003.

Recognizing her for an impressive 50 years of service, she told the Board she was ready to pursue her hobbies of sewing and knitting and looked forward to spending time with her grandchildren and great-grandchildren.

As of the posting of this article, Ms. Williams shared no plans to retire, not just yet anyhow.

## Recent Earthquakes Reinforce The Need For DPSS Emergency Preparedness

With the recent earthquakes and aftershocks that followed, the Los Angeles County Office of Emergency Management (OEM) reminds us that we live in earthquake country and the County is an area prone to earthquakes and other natural hazards and threats.

There is the strong possibility that many of us will be at work if an earthquake occurs. In the event of earthquakes and aftershocks, the OEM recommends the following actions:

- If you experience shaking, find a sturdy desk or table, and “drop, cover, and hold on!” The more limitations you have, the more important it is to create safe spaces for yourself, especially if you can’t drop, cover, and hold on under a sturdy desk or table. Safe spaces are places where falling objects and breaking glass won’t injure you, such as under a table or desk.
- To register your cellular telephone and landlines for emergency notifications at Alert L.A. County, go to <http://lacounty.gov>.

To learn more about and how to prepare for earthquakes and other hazards and threats, OEM has the following emergency preparedness programs available to assist you in developing a disaster preparedness plan and emergency kit:

- County of L.A. Emergency Survival Guide – <http://lacounty.gov>.
- Specific Needs Awareness Planning – <http://lacounty.gov> or <https://snap.lacounty.gov>.
- Emergency Survival Program available at <http://www.espfocus.org>.

Los Angeles County residents, including persons with disabilities and/or access and functional needs, may call the toll-free 2-1-1 hotline, which is available 24-hours-a day seven-days-a-week. You can also visit <http://211la.org>.

## Business Process Re-Engineering: Full Steam Ahead!

Keeping pace with rapidly changing technology and increasing demand for social services, the Business Process Re-engineering (BPR) Section is teaming up with staff and managers across the Department to continue building our future service delivery system.

The new DPSS Strategic Plan for 2014-16 “The New Leading Edge” is guiding the way. It includes several efforts to streamline the eligibility processes for the Medi-Cal, CalFresh, CalWORKs, and General Relief programs and expand customer access to services in ways that will significantly enhance the experience of both our customers and staff. Staff across the Department are participating on several Strategic Plan Objective Workgroups, moving forward on all the aspects of this effort.

Customers will be empowered through friendly self-service options, and our staff will be empowered with new tools and workflows that will make their challenging jobs a bit easier.

Over the last several months, Department leadership has worked closely with a consultant and engaged all levels of our Department to develop a two-year BPR Implementation Plan.

The plan centers on nine recommendation areas that align our cutting edge technology with re-configured lobby and back office processes. Implementation of these recommendations will support staff growth and success, dramatically shorten customer wait times, and increase the number of staff teleworking/hoteling.

All eyes will be on our Rancho Park and South Central District Offices over the next several months. The BPR Section and newly formed Organizational Change Management Section are now focused on working with the management and staff teams at both of these BPR Pilot Offices to ready them for pilot launch, currently scheduled for September. Over the next few months, planning will simultaneously begin for roll-out to other District Offices during 2015.

## 2013 Funmania Raises \$21,346 For County’s Charitable Campaign

DPSS Director Sheryl L. Spiller took a moment recently to acknowledge the work of the Department’s Funmania Event Manager and the Charitable Giving Coordinators representing the Department’s five Bureaus.

The funds raised by the annual Funmania event support the County of Los Angeles’ Charitable Giving Campaign, which benefits the Asian Pacific Community Fund, Brotherhood Crusade, EarthShare California, United Latino Fund, United Way of Greater Los Angeles, Variety Children’s Charity from Southern California and Community Health Charities.

Held annually in the month of September, DPSS Funmania offers employees throughout the Department a chance to participate in great sporting events to get to know one another through a variety of other healthy activities in the name of fun and charitable giving. Get ready for Funmania 2014!



Left to right: Jazmin Higgins, BAS; Margarita Lopez, BWS; Elizabeth Mendez, BPP; Sheryl L. Spiller, DPSS Director; Frances Navarro, DPSS Funmania Director; Cathy Wheaton, BCTS; Alma Guadalupe, Department Charitable Giving Coordinator; and Darlene Lackey, BSO.



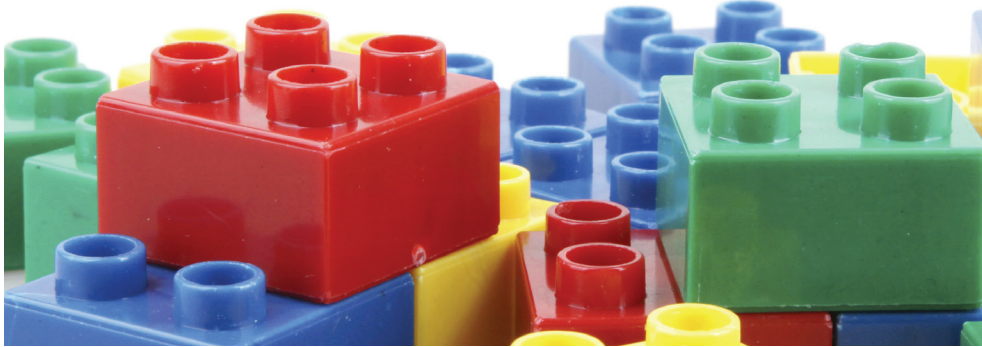
## Department Of Public Social Services Toy Loan Program Provides Children A Safe Place To Play, Explore And Grow

The Los Angeles County Department of Public and Social Services' (DPSS) Toy Loan Program is a free service which allows children to borrow a toy once a week from one of the 58 Toy Loan Centers located throughout Los Angeles County.

The non-profit 501(c) (3) program, a voluntary community effort sponsored in part by the Los Angeles County Board of Supervisors and DPSS, is the oldest free toy lending program in the nation. Over 30,000 children are served each year.

For more than 79 years, DPSS has provided an opportunity for children to learn a sense of responsibility, while at the same time, providing free access to toys and books. All that is required to participate is a membership application card signed by a parent or guardian.

The Toy Loan Centers are run independently by community volunteers, located in parks or recreational facilities, public schools, children's centers, libraries, housing projects, community service buildings, and shelters. Each center is unique, but all adhere to the basic tenets that teach the children honesty, patience, courtesy, promptness, cleanliness, cooperation and responsibility.



## Time To Re-Use And Recycle Toys

The Los Angeles County Department of Public Social Services (DPSS) Toy Loan Program is encouraging residents to help the environment and their community by recycling their used or unwanted toys.

When a child outgrows his or her toys, they can then be donated and turned into new toys for other children, who will appreciate them as a source of endless fun.

To schedule a pick-up, please call (213) 744-4344. For more information, visit <http://dpss.lacounty.gov/dpss/toyloan> or follow us on Twitter @toyloanla.

## Understanding DPSS' Role Following A Local Disaster

The Department of Public Social Services (DPSS) is a critical part of the County of Los Angeles' Emergency Response Team. DPSS is designated as the County's Operational Area Branch Coordinator for Care and Shelter and is expected to continue essential services and manage the provision of emergency care and shelter for victims following a natural or man-made disaster.

Man-made disasters or emergencies include civil unrests, hazardous material spills, residential or industrial fires and air disasters. In the event that any of these occur, the Department will immediately become a liaison to private, non-profit human services agencies, community-based organizations and representatives of the grocery industry.

DPSS will manage the emergency CalFresh Program, when activation is requested by the County Board of Supervisors and approved by United States Department of Agriculture. The Department's In-Home Supportive Services (IHSS) Social Workers will also conduct health and welfare checks on high-risk disabled and elderly IHSS participants.

For more information on the Department's role during a disaster, visit [http://www.ladpss.org/dpss/emergency\\_management/default.cfm](http://www.ladpss.org/dpss/emergency_management/default.cfm).



## DPSS To Participate In 17th Annual Salute To Veterans And Their Families

As part of an ongoing mission to serve Los Angeles County Veterans and their families, the Department will join other County departments and community organizations from 10:00 a.m. to 2:00 p.m., on Saturday, May 24, at the 17th Annual Salute to Veterans and their Families.

Sponsored by Los Angeles County Supervisor Michael D. Antonovich, the event, held at Arcadia County Park in Arcadia, serves as a tribute to the men and women who serve in the Armed Forces, offering a variety of resources and on-site services to veterans and family members.

It's estimated that the County is home to approximately 400,000 veterans. The DPSS Mobile Nutrition Unit Outreach staff will be on-site with information on applying for CalFresh and Medi-Cal Services, as will other County departments who will be offering free health screenings, vaccinations, employment services and many other free services.

DPSS also encourages active and former military personnel to visit the Department's "Veterans & U.S. Military Resource" webpage, which provides information and assists them in connecting with much-needed benefits and services.

The "Veterans & U.S. Military Resource" page is located at <http://dpss.lacounty.gov/dpss/veterans/default.cfm>.



May 2014

## PSS Commission Awards Certificates Of Excellence To DPSS Staff



On February 13, 2014, the PSS Commission hosted its 10th Annual Awards of Excellence ceremony to recognize selected DPSS employees for their excellence in customer service, based on valuable input from the DPSS Chief Deputy, Bureau Directors, and Public Counsel.

The PSS Commission is a 15-member body, which meets monthly to discuss, examine and evaluate public welfare issues and the programs and operations of the Department, whose members are appointed by the Los Angeles County Board of Supervisors.

### Certificate of Excellence Recipients

**Harry Ruiz**, HSA I, Administration, DPSSTATS

**Ihab Abdel-Malak**, Programmer Supervisor II, Information Technology Division, BCTS

**Jeffrey Cheng**, Principal Applications Developer, Eligibility Systems Division, BCTS

**Shawn Amiel**, HSA I, GR Program Section, BPP

**Deon Arline**, HSA I, CalWORKs Section, BPP

**Joyce Aaron**, Supervising WFI, Welfare Fraud Prevention & Investigations, BSO

**Majorie Ancla**, Program Assistant, Civil Rights, BSO

**Rosa Andrade**, HSA I, Welfare Fraud Prevention & Investigations, BSO

**Emma Audish**, Supervising WFI, Welfare Fraud Prevention & Investigations, BSO

**Linda Hope**, Supervising WFI, Welfare Fraud Prevention & Investigations, BSO

**Marco Maldonado**, Supervising WFI, Welfare Fraud Prevention & Investigations, BSO

**Enrique Valenzuela**, ASM I, DPSS Academy, BSO

**Margie Weilana**, Supervising WFI, Welfare Fraud Prevention & Investigations, BSO

**Irese Young**, Supervising WFI, Welfare Fraud Prevention & Investigations, BSO

**Andranik Aghasaryan**, Eligibility Supervisor, CSC III Northridge, BWS

**Rosine Ajemian**, Eligibility Worker, Belvedere Office, BWS

**Cynthia Bailey-Venter**, Acting GAIN Services Supervisor, Pomona Office, BWS

**Marina Chapkinyan**, Eligibility Supervisor, Metro North Office, BWS

**Tamika Gray**, Eligibility Worker, South Special Office, BWS

**Tracy Kinshasa**, Eligibility Supervisor, Compton Office, BWS

**Masis Levonian**, Eligibility Worker, East Valley Office, BWS

**David Lizaola**, Eligibility Supervisor, Metro Special District, BWS

**Nvard Mnatsakanyan**, GAIN Services Worker, Region I, BWS

**Patty Nardo**, GAIN Coordinator, Norwalk Office, BWS

**Monica Sedano**, Eligibility Supervisor, Belvedere Office, BWS

**Galina Sveshnikova**, HSA I, Line Operations, BWS

**Ramiro Vazquez**, Eligibility Worker, Wilshire Office, BWS

**Joseph Venegas**, Eligibility Worker, Metro Family Office, BWS

**Kadeem Wells**, Eligibility Worker, Civic Center Office, BWS

**Alma Young**, Acting Program Assist., Line Operations, BWS

# Wellness



## DPSS Volunteers Serve Runners At The 2014 L.A. Marathon

Many thanks to the 100-plus DPSS employees, family members and friends, who volunteered on March 9, to provide support to the 25,000 runners and walkers at the 29th Annual Los Angeles Marathon.

Beginning at Dodger Stadium, the popular new “Stadium to the Sea” marathon course concluded at the Santa Monica Pier. DPSS volunteers, stationed at the 24-mile mark at San Vicente Blvd. and 16th Street, provided much-needed water and encouragement to the athletes on the last leg of the course.

In addition to the Marathon, DPSS also offers volunteer opportunities at numerous other locations throughout Los Angeles County. Volunteers can gain valuable experiences, explore new career options, and even earn school credits. It's also a great way for someone between jobs to display and sharpen their employment skills and talents, while improving services in their community.

For more information on volunteer opportunities, please contact your DPSS Office Volunteer Liaison or Erica Moya, Volunteer Coordinator at (213) 744-4348 or email [dpssvolunteers@dpss.lacounty.gov](mailto:dpssvolunteers@dpss.lacounty.gov).



*DPSS 2014 L.A. Marathon Participants with Director Sheryl L. Spiller and Chief Deputy Phil Ansell.*

## 2014 March Of Dimes Walk





*Shirley Christensen*

## **Shirley Christensen, DPSS Special Assistant To The Director, Board Liaison, Retires With 48 Years Of Service**

The Board of Supervisors recently joined the Department of Public Social Services (DPSS), in bidding farewell to the Department's Special Assistant to the Director and Board of Supervisors' Liaison, Shirley Christensen, who retired in March after 48 years of service.

After serving the Department for nearly half a century, Ms. Christensen retired, as she states, to devote more time to family, friends and pets and to enjoy current and new interests.

Ms. Christensen began her career with DPSS on September 10, 1965, as a Transcriber Typist Clerk. She progressively rose to higher levels of responsibility, serving as an Eligibility Worker, Eligibility Supervisor, Human Services Administrator I, Human Services Administrator III, Division Chief, culminating with her latest assignment as Special Assistant to the DPSS Director and liaison to the Board of Supervisors.

In her latest responsibility, Ms. Christensen earned the respect, gratitude and admiration of the DPSS Executive Team and staff, as well as the Board of Supervisors and their staff for her professionalism and caring service. In appreciation, the Board acknowledged Ms. Christensen with a resolution for her dedicated service. We will miss her kindness and her smile.

### ***Promotions February - March 2014***

CARLOS AGUILAR SOLIS  
EDVIN ARBURUA  
ELIZABETH D.AYALA MONTANO  
ARMENAK BABURYAN  
SHERRY BARNES  
PATRICIA BRADLEY  
ROSA CERVANTES  
ANGIE CHEA  
KEITH DANG  
ADRIANA DELGADO-REYES  
MARIA E.DOMINGUEZ  
LILIA ERVITI  
KRYSTAL GALLARDO  
GUADALUPE GALVAN  
MARCUS GARLAND  
GAYANE GINOSYAN  
KAREN GOMEZ  
OLGA GONZALEZ  
NEREEN G. GUIRGUIS

FRANCIS HOME  
JOOLET HOVELIAN  
CARLOS HUIZAR  
ELIN ISSAGHOLIAN  
SILVA JANASLANI  
AMY KWAN  
CESALET LORICA  
CANDICE LUI  
DENNIS MARIN  
JOSE MARTINEZ  
SONA MIDOURIAN  
ROBERT P. MUELLER  
LESLIE MUNOZ  
VIOLETA NADJARIAN  
DENISE NUNEZ  
CARMEN OCHOA  
ANNA OGANESYAN  
JOSE PEDRAZA  
LORENA PINEDO

ROXANA RAMIREZ  
LEI W. REISS  
ROZAN RISTAKIAN  
ADORA RIVAS  
ADRIANA ROCHA  
JORGE RODRIGUEZ  
KALEN SAN  
ARMEN SAROYAN  
VAZGEN SHAKARYAN  
DENISE SOTO  
WENG HAUW H.TENG  
PATRICE VENUS  
KHANH VU  
CHERYL WARD  
NATASHA WILLIAMS  
VICTOR ZAMARRIPA  
ARAM ZEYTUNTSYAN

### ***Retirements February - March 2014***

MINA ANDALIBI  
SHIRLEY CHRISTENSEN  
GLORIA DELGADO  
ADELA GONZALES  
NANCY MAHONEY

CRISTINA MENDIOLA  
EVELYN RAMIREZ  
JOAN REYES  
ALICIA SALGADO  
ROBERT SCOTT

SHIRLEY STEVENSON  
MIGUEL VALENTIN  
JESUS VINOYA



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### **UPCOMING EVENTS**

**MAY 26**  
MEMORIAL DAY  
OBSERVANCE  
DPSS OFFICES WILL BE  
CLOSED